



COORDINATED
SYSTEM OF CARE

Report to the Governance Board
July 24, 2014

Highlights

- Enrollment in CSoC continues to increase, with a total number of youth enrolled at 1128.
- All four non-implementing regions have made their Wraparound Agency selection, with each choosing an agency that is currently providing Wraparound in Louisiana.
- The selected Wraparound agencies and the CSoC teams are working closely with the new regions to prepare for implementation, building relationships with regional providers, stakeholders and Community Team members.
- After receiving a formal request for information from CMS, OBH and Medicaid are working to respond to this request, which required some additional clarification from CMS.
- There continues to be an increase in utilization of Home and Community Based Services for CSoC youth.
- Multi-agency Barriers/Unmet Needs group will be rolling out the Barriers/Unmet Needs process, including collecting, categorizing and addressing barriers and unmet needs in all Regions by August 1, 2014.

CSoC Enrollment

Act 1225 Region	7/13/ 2012	10/11/ 2012	1/17/ 2013	4/12/ 2013	7/12/ 2013	9/30/ 2013	12/31/ 2013	3/31/ 2014	6/30/ 2014
1 (Jefferson Parish/Greater New Orleans area)*	26	61	122	181	204	217	240	243	260
2 (Capital area)	96	122	136	154	171	191	216	230	229
7 (Alexandria area)	59	74	96	112	109	135	162	149	170
8 (Shreveport area)	147	156	159	184	218	212	208	211	217
9 (Monroe area)	99	162	190	200	239	227	238	243	252
TOTAL	427	575	703	831	941	982	1064	1076	1128

*Orleans, Plaquemines and St. Bernard parishes added beginning on 10/22/12

During the first quarter (4/14 – 6/14) there were 437 referrals. The range of referrals by region was 74 to 108. Referrals to CSoC come from a variety of sources. The number of referrals from

state agencies since implementation of CSOC continues to rise (DCFS – 470, OJJ – 341, and schools – 419). However, the majority of referrals have come from other sources including caregivers, hospitals, Licensed Mental Health Professionals and other Juvenile Entities. Additional detail is provided in Appendix A.

The majority of children/youth enrolled in CSOC are male (63.92%). African-American is the predominant race of these young people representing 62.59% (706). The age group with the highest enrollment is 13-16 years old (483 or 43%). Additional demographic detail is provided in Appendix B.

Wraparound Agency (WAA) update

Due to increasing enrollment this past quarter, Magellan has continued to manage allocation of slots to regions, as needed. During this quarter, Region 1 and 9 have received additional slots. All Regions continue to do outreach to increase enrollment through a variety of strategies which include meetings with providers, schools, and agencies to identify children/youth that may be eligible for CSOC. WAA leadership in each Region meets regularly with regional leadership from the FSO to improve collaborative efforts in their work with youth and families.

The CSOC liaisons have continued to make visits to the WAAs in their assigned regions where they have had an opportunity to observe Child and Family Team meetings, meet with the WAA Facilitators and Executive and Clinical Directors in order to provide technical assistance and trouble shoot as needed. Information from these visits continues to be used to ensure targeted and specific training and technical assistance by region from the state and Magellan teams as well as the University of Maryland trainers.

The CSOC Magellan team continues to work with the WAAs to ensure all documentation is submitted within the required timelines to support the eligibility of each child/youth enrolled in CSOC.

Family Support Organization update

The OBH Family Lead and the Magellan Director of Family Involvement meet regularly with FSO leadership to maintain real-time understanding of the challenges facing the FSO regarding service provision to families. Despite the increase in staff, the FSO currently has approximately 90 youth awaiting assignment for service. The FSO continues to take measures to address the waitlist. The FSO has worked to institute Human Resource policies, including providing salaried positions and transportation stipends, to incentivize staff. The FSO is currently working in the non-implemented regions offering information sessions to prepare for the hiring of new staff to serve these regions once CMS approves statewide implementation. The FSO will also receive a rate increase with CMS approval of statewide implementation. Additionally, the FSO partnered with OBH and Magellan to ensure provision of the FBA training.

Based upon a review of data for the previous quarter (ending 5/31/2014):

- Received FSO services this Quarter: 563 received Youth Support; 437 received Parent Support

Maryland's Coaching Certification. Coaches in other regions continue to work with the National Trainer towards coaching certification, enhancing their skills and knowledge.

In June, the State and Magellan CSoC Family Leads and the CSoC DCFS Liaison conducted five two-day Functional Behavioral Approach trainings throughout the five implemented regions for the Family Support Staff. Future plans are to provide this training to wraparound facilitators in each region. In addition, The State and Magellan CSoC Teams continue to host Technical Assistance calls for all initial regions.

CSoC Finance and Audit Committee

CSoC Director has been attempting to schedule a meeting this quarter, but has been unsuccessful in getting all of the members together.

CSoC Quality Assurance (QA) Committee

The committee last met on June 11, 2014 to review and discuss the 17 quality indicators and four priority areas. The School Workgroup is continuing to work on the development of a revised parent release of information form, to enable easier reporting of data to Magellan. The committee is meeting on a monthly basis to fully address their responsibilities to the Governance Board.

Statewide Coordinating Council

In April, the SCC welcomed 4 new family member representatives. SCC members are beginning to connect with Community Teams and family/youth organizations in their respective regions. Members will continue to outreach to parents and youth who might be interested in, and helpful on, the SCC and other CSoC engagement opportunities. Additionally, the Family Lead is working with 4 potential new SCC/SGB members.

CSoC Statewide Implementation

The CSoC teams continue to prepare for statewide implementation, by providing support and technical assistance to the new regional Wraparound agencies, and continue outreach to stakeholders and community team members. The Magellan CSoC team is working on identifying providers in the new regions. Currently the submitted statewide implementation amendment is 'off the clock' with CMS as OBH and Medicaid work to answer a CMS formal request for information. As noted in the April CSoC Governance Board Director's report, the following agencies have been selected by the respective regional Community Teams to establish Wraparound Agencies in the following non-implemented regions: Choices: Lake Charles & Covington; Eckerd: Lafayette; Wraparound Services of Northeast Louisiana: Thibodaux. Each of these agencies bring over two years of experience providing wraparound facilitation in Louisiana, which will allow for a smooth transition once we receive CMS approval for this expansion.

The State and Magellan CSoC teams will continue to work on preparing the new regions for statewide implementation, while supporting the existing regions in their further development of practice.

Provider Network

There has been an increase in Independent Living/Skills Building since last report. However, there are no Crisis Stabilization providers in the implemented regions at this time. The number of Short Term Respite service providers has remained the same. Magellan has been working to identify creative solutions to expand these services.

CSoC Service	Region1	Region2	Region7	Region 8	Region9	Total
Crisis Stabilization	1	0	0	0	0	1
Independent Living/ Skills Building	29	8	10	15	13	75
Parent Support and Training	1	1	1	1	1	5
Short Term Respite Care	3	1	1	0	4	9
Youth Support and Training	1	1	1	1	1	5
TOTAL	35	11	13	17	19	95

Source: Magellan of Louisiana 6/30/2014

Crisis Stabilization (CS) and Short Term Respite (STR):

- Magellan recognizes the gap in Crisis Stabilization Services and Short Term Respite Care and is actively developing strategic recruitment plans.
- Magellan has created informational materials with an overview of each CSoC specialized service that provides resources/next steps for interested providers.
- Magellan continues to work with current providers who are interested in expanding services to include CS and STR.

Therapeutic Group Home (TGH) and Therapeutic Foster Care (TFC)

- TGH beds 20 – with 8 additional beds coming on in Alexandria next quarter
- TFC beds 248

Psychiatric Residential Treatment Facility (PRTF) recruitment:

- Northlake (Mandeville) 60 beds
- Methodist (Mandeville) 20 beds
- Methodist (Ruston) 80 beds
- Methodist (Sulfur) 24 beds
- New Way (Ville Platte) 12 beds
- An increase from 184 beds to 196 PRTF beds in this quarter

Trends in Children/Youth Outcomes Data

Out of Home Placements:

- Percent of CSoc children who had restrictive placement **prior** to enrollment in WAA is 31.20% indicating that we continue to serve the most at risk youth for out of home placement.
- Percent of CSoc children placed in restrictive placement **after** enrolling in a WAA is 18.74% indicating that participation in CSoc is producing desired result of decreasing out of home placement.

CANS Outcomes Data:

- You may notice a difference in the trend line on the CANS chart this reporting period. There is a reason for that and it is not bad.
- After a review of data, it seemed that more children had higher levels of need than the CANS data was originally reflecting.
- The state worked with Magellan to adapt the algorithm applied to the CANS scores to more appropriately classify CSoc enrollees and their level of need.
- The trend line now shows an increase in level of need vs. a decrease as has occurred in the past. This is because we are now more accurately capturing children's level of need while enrolled in CSoc.
- We anticipate a leveling of this effect over time as children are assessed and the new algorithm applied from admission to discharge.
- We also believe there are better ways to reflect improvements in CSoc enrollees. Moving forward, the state together with Magellan will work to use CANS information to paint a more accurate picture of functional improvements.

Other Outcomes:

- A continued decrease in school expulsions over the last quarter.
- A continued downward trend in number of inpatient psychiatric hospital admissions.
- An increased use of Home and Community Based Services.

Additional detail is provided in Appendix C.

Next Steps

The Multi-Agency Barriers/Unmet Needs committee has created a process to identify, categorize and catalogue barriers and unmet needs that challenge system transformation and

the ability to create an environment that includes an array of community based supports and a belief system that embraces that children belong with their families and in their communities whenever possible. This process was piloted in this past quarter in the Baton Rouge area and will be rolled out statewide by August 2014.

The Office of Behavioral Health and Magellan hosted a very successful Children's Behavioral Health Summit in June 2014, attended by 329 participants and 36 vendors. Keynote speaker, Dr. Stuart Ablon, co-founder for the Center for Collaborative Problem Solving and the Collaborative Problem Solving Approach, shared with the audience his approach which aligns well with system of care values and practice. The Collaborative Problem Solving Approach understands children and youth's behavior from a lack of skills perspective, versus a lack of will or motivation. Dr. Ablon's message was very well received by those in attendance. As we move forward towards best practices, Dr. Ablon may be a valuable partner in the shaping of our understanding and best practices.

Appendix A: Referral Data**Member Referrals**

Region	3/31/14	6/30/14	Change
Region 1 – Orleans/Jefferson area	715	823	108
Region 2 - Baton Rouge area	1019	1093	74
Region 7 - Alexandria area	607	684	77
Region 8 – Shreveport area	1107	1202	95
Region 9 - Monroe area	738	821	83
Total	4186	4623	437

Source: Magellan of Louisiana 6/30/2014

Referrals by Agency/Entity

Referring Source	3/31/14	6/30/14	Change
DCFS	439	470	31
OJJ	323	341	18
OBH	86	86	0
DOE/School	368	419	51
Caregiver	350	393	43
Hospitals	620	682	62
Licensed Mental Health Professional	787	878	91
Other Juvenile Entities	265	293	28
Self	183	214	31
Primary Care Physician (PCP)	10	10	0
Other	755	837	82
Total	4186	4623	437

Source: Magellan of Louisiana 6/30/2014

Appendix B: Demographic Data**CsoC Enrollment by Gender**

Gender	Number	Percentage
Male	721	63.92%
Female	402	35.64%
Unspecified	5	0.44%
Total	1128	100.00%

Source: Magellan of Louisiana 6/30/2014

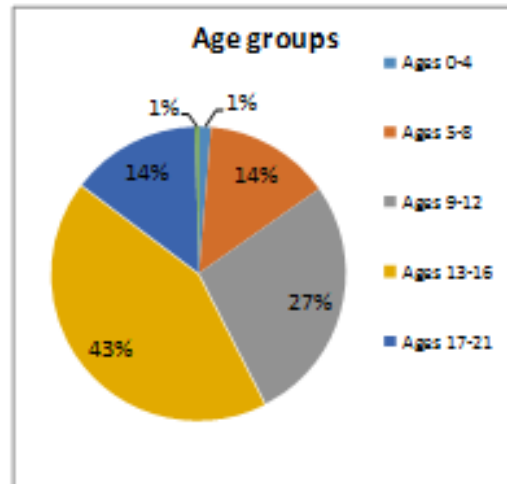
CSoC Enrollment by Race

Race	Number	Percentage
African-American	706	62.59%
Caucasian	330	29.25%
Unspecified	68	6.03%
Other Ethnicity	14	1.24%
Pacific Islander	6	0.53%
American Indian	3	0.27%
Asian	1	0.09%
Total	1128	100.00%

Source: Magellan of Louisiana 6/30/2014

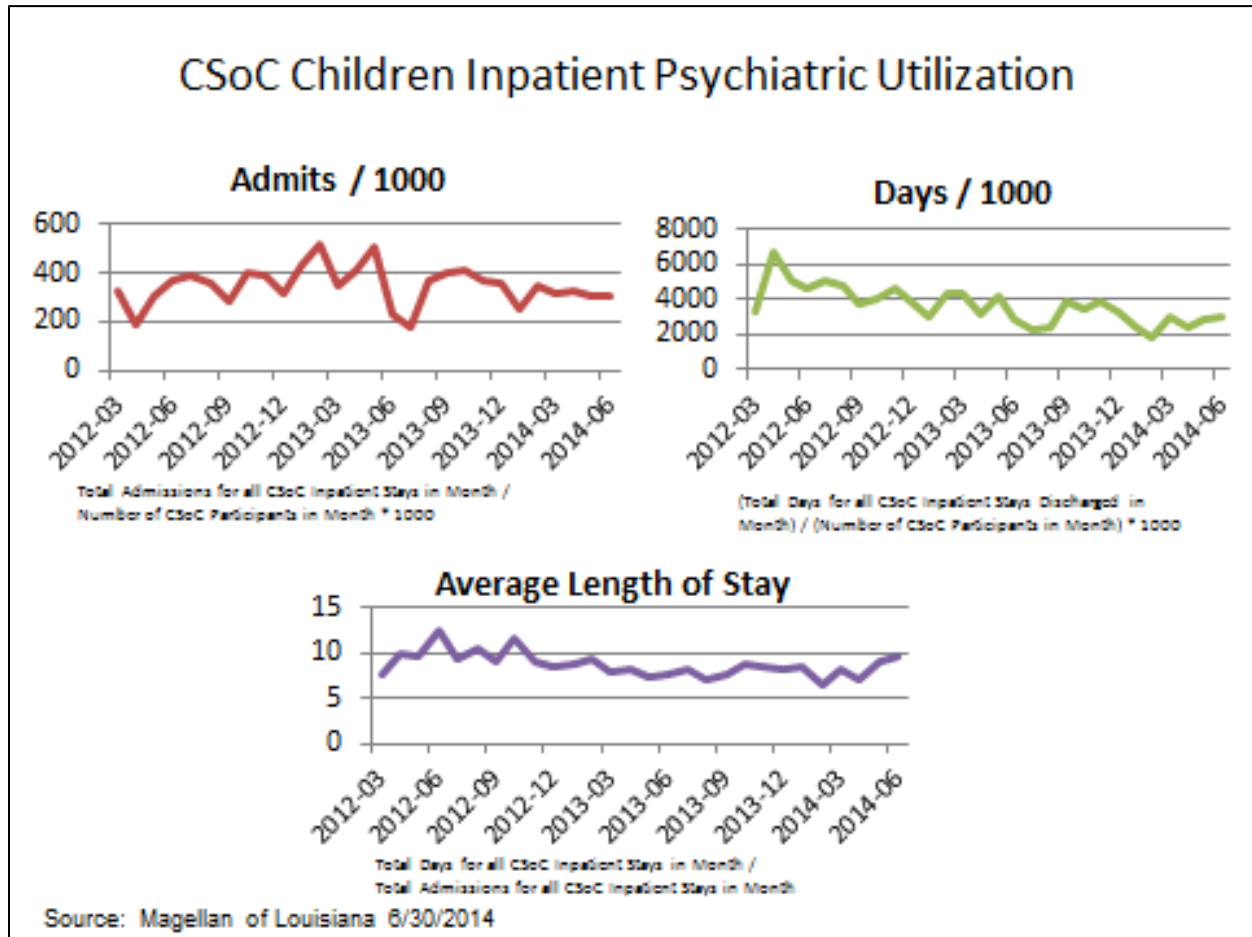
CSoC Enrollment by Age Groups

Age Groups	Number
up to 4	15
5 - 8	157
9 - 12	307
13 - 16	483
17 - 21	161
Unspecified	5
Total	1128



Source: Magellan of Louisiana 6/30/2014

Appendix C: Outcome Data



School Performance Measure Summary

REPORTING PERIOD	Y2Q4	Y3Q1	Change
Mean Number of Suspensions	1.23	2.11	0.88
Mean Number of Expulsions	1.22	.09	(1.31)
Mean Number of Missed Days	1.34	2.64	1.30

Source: Magellan of Louisiana 6/30/2014

School Conduct - Suspensions

SUSPENSIONS				
REPORTING PERIOD	Y3Q1	Q2	Q3	Q4
Reported Count	675			
# that had at least 1 day suspension	203			
% of suspensions (Count of At least One Occurrence/Total Reported)	30.1%			
% of suspensions (Count of At least One Occurrence/Total Members)	18.0%			
Mean number of suspensions	2.11			

Source: Magellan of Louisiana 6/30/2014

School Conduct - Expulsions

EXPULSIONS				
REPORTING PERIOD	Y3Q1	Q2	Q3	Q4
Reported Count	676			
# that had an expulsion	62			
% of expulsions (Count of At least One Occurrence/Total Reported)	9.17%			
% of expulsions (Count of At least One Occurrence/Total Members)	5.48%			
Mean number of expulsions	.09			

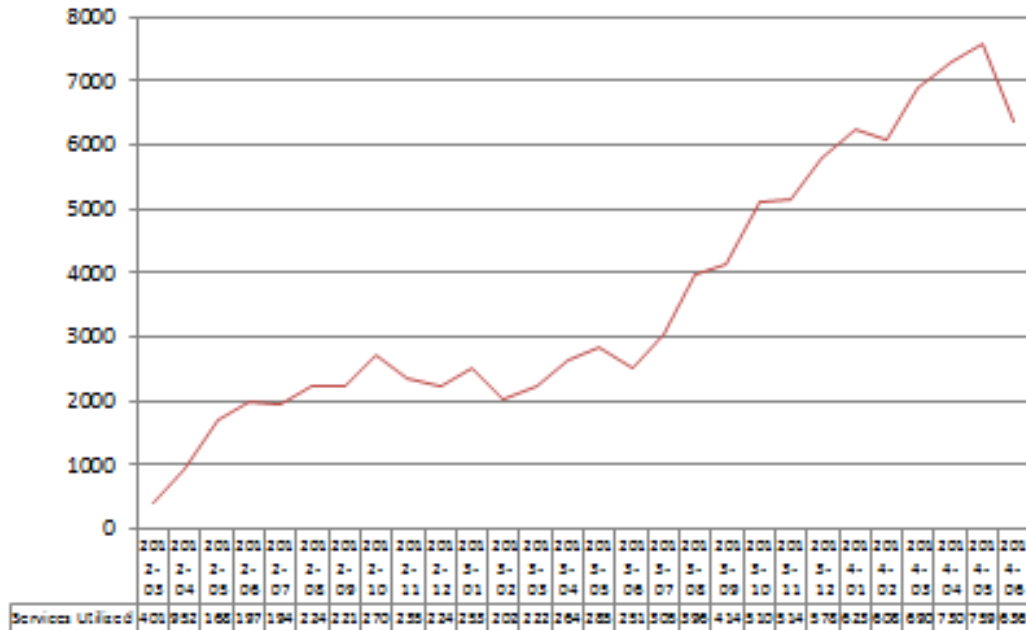
Source: Magellan of Louisiana 6/30/2014

School Attendance – Missed Days

MISSED DAYS				
REPORTING PERIOD	Y3Q1	Q2	Q3	Q4
Reported Count	651			
# that had at least one missed day	276			
% of missed days (Count of At least One Occurrence/Total Reported)	4.24%			
% of missed days (Count of At least One Occurrence/Total Members)	24.42%			
Mean number of missed days	2.64			

Source: Magellan of Louisiana 6/30/2014

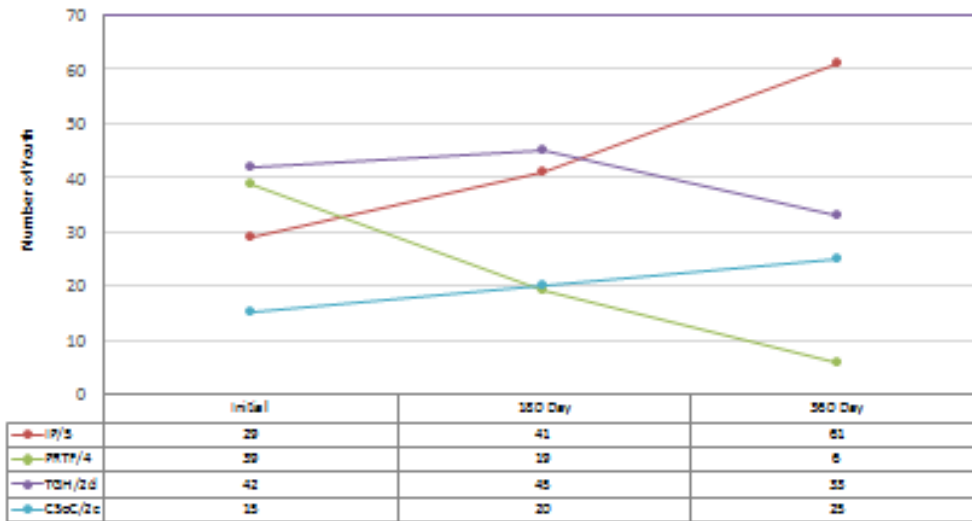
Home and Community-Based Service Utilization



Source: Magellan of Louisiana 6/30/2014

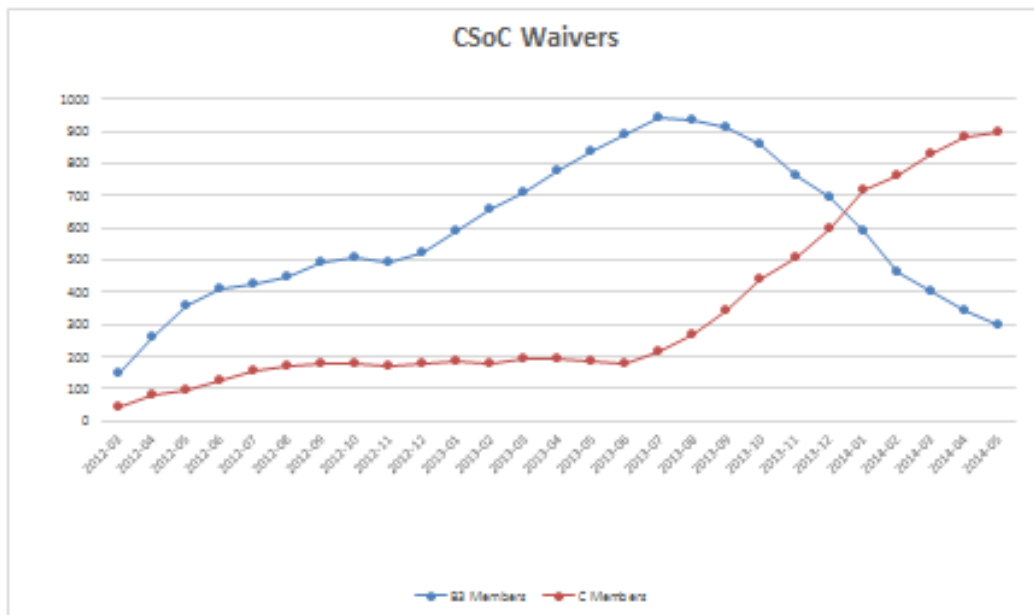
Child and Adolescent Needs and Strengths (CANS)

CANS Eligibility Scores



Source: Magellan of Louisiana 6/30/2014

CSoC Waivers – c and b3



Source: Magellan of Louisiana 6/30/2014